# State of North Carolina
## Office of Information Technology Services
## Office of State Budget and Management

**Michael F. Easley, Governor**

**George Bakolia, State Chief Information Officer**
**David McCoy, State Budget Officer**

## Memorandum

**To:**       Agency CIO's/CFO's

**From:**     George Bakolia
              David McCoy

**Subject:**  IT Consolidation Pilot Project Update

**Date:**     August 16, 2006

The Office of State Budget and Management (OSBM) and the Office of Information Technology Services (ITS) have made substantial progress since kicking off the Information Technology (IT) Consolidation Pilot project in December, 2005. After a great deal of work, the team is ready to move forward with the consolidation of the IT infrastructure in the Governor's Office, Lieutenant Governor's Office, the Office of State Budget and Management (OSBM), The Department of Administration and the Office of State Personnel (OSP).

The IT Consolidation team, made up of representatives from OSBM, ITS, OSP, Office of State Controller and the Chief Information Officers and IT employees in the five agencies, has performed a thorough analysis of IT resources. This analysis included reviews of contracts, processes, staffing allocations, funding flows and an inventory of servers, network switches and personal computer hardware and software. From those reviews, the team developed future state IT profiles for each agency. This included identifying server, switches and personal computer refresh cycles as well as working with agency executives on streamlining organizational IT structures.

Immediate benefits will be seen from the Data Center (server consolidation) and Networking Operations (switches) efforts. With these services becoming enterprise wide services offered by ITS, the equipment will be located in environmentally controlled and secure areas with regularly scheduled equipment refreshes. These actions will mitigate potential risk of system failures by having power and failover redundancy. In addition, a single security focal point for the affected pilot agencies will help mitigate the potential for system failures due to viruses, malicious software and hackers, through consistent deployment of security standards, policies and training for employees. Further, the implementation of a Service Desk tool will enable a single point of contact for IT help and provide for quicker problem determination and resolution.

The organizational realignment announced in late June, moving IT infrastructure personnel to ITS, will allow these agencies to concentrate on their business applications, provide a consistent support level for

customers, and provide expanded IT career paths. The organizational realignment by the Department of Administration to have all IT application personnel reporting to a single Business/IT manager is designed to facilitate consistent and seamless IT strategy execution for all the DOA divisions.

The main focus at this time is to ensure the successful completion of the pilot. Lessons learned from the pilot will be collected and integrated into the next phase of consolidation. The selection of agencies for the next phase is under evaluation.

As a part of your IT planning, please ensure that your IT equipment is kept updated, under warranty and located in environmentally safe and secure areas. You should also review your IT organizational alignments to ensure that you are optimizing your IT resources. These actions will facilitate a smoother consolidation transition.

If you should have any specific questions regarding any of the consolidation efforts, please contact Jim Dolan (807-4775) or Kathy Bromead (850-2817) and / or refer to the IT Consolidation Project website at www.itc.scio.nc.gov/.

Thank you.